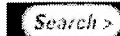




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Domestic Mail Manual

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1.0 Treatment of Mail

1.1 Nondelivery of Mail

Mail can be undeliverable for these reasons:

- a. No postage.
- b. Incomplete, illegible, or incorrect address.
- c. Addressee not at address (unknown, moved, or deceased).
- d. Mail unclaimed.
- e. Mail refused by the addressee at time of delivery.
- f. Mail refused by the addressee after delivery when permitted.
- g. Minimum criteria for mailability not met.

1.2 USPS Address Adjustments

1.2.1 Types of Adjustments

Mail can be undeliverable because of USPS adjustments such as the following:

- a. Renumbering of houses.
- b. Renaming of streets.
- c. Conversion from rural-style addresses (rural route and box number or highway contract route and box number) to city-style addresses (house number and street name).
- d. Realignment of rural or highway contract routes.
- e.

- f. Consolidation of routes.
- g. Consolidation of post offices or adjustment of delivery districts.

1.2.2 Charges

For 3 years after the date when the new address information appears in Address Information System (AIS) products, a mailer who regularly sends mailings into an area affected by USPS adjustments is not charged for requested corrections to galley lists when such corrections relate to those adjustments.

1.2.3 Disposal

Mail that is undeliverable because of USPS adjustments is redirected and delivered to the destination without an additional postage charge as follow

- a. For an adjustment under 1.2.1a through 1.2.1c, for 1 year from the date when the new address appears in the AIS bimonthly products release February, April, June, August, October, and December.
- b. For an adjustment under 1.2.1d through 1.2.1g, for 1 year from the end of the month in which the adjustment occurs.
- c. For mail bearing the simplified address "Rural Route Box Customer," "Highway Contract Route Box Customer," or "Post Office Box Customer," either for 90 days or until the next June 30, whichever is later.

1.2.4 Records

Records of address changes caused by USPS adjustments are kept by the local post office for 3 years.

1.3 Directory Service

USPS letter carrier offices give directory service to the types of mail listed below that have an insufficient address or cannot be delivered at the address given (the USPS does not compile a directory of any kind):

- a. Mail with extra services (certified, COD, registered, special handling).
- b. Foreign, except circulars. (Foreign mail received in quantities with letter class postage but the general characteristics of circular mail is not given directory service.)
- c. Mail from overseas Armed Forces.
- d. Parcels mailed at any Package Services rate or endorsed by the mailer.
- e. Perishable matter.
- f. Official USPS mail.
- g. Express Mail Next Day Service (Post Office to Addressee only).

1.4 Basic Treatment

1.4.1 General

Mail that is undeliverable as addressed is forwarded, returned to the sender, or treated as dead mail, as authorized for the particular class of mail.

Undeliverable-as-addressed mail is endorsed by the USPS with the reason for nondelivery as shown in *Exhibit 1.4.1 USPS Endorsements for Mail Undeliverable as Addressed*. All nonmailable pieces are returned to the sender.

Exhibit 1.4.1 USPS Endorsements for Mail Undeliverable as Addressed

ENDORSEMENT	REASON FOR NONDELIVERY
Attempted—Not Known	Delivery attempted, addressee not known at place of address.
Box Closed—No Order*	Post office box closed for nonpayment of rent.

Mailer Services

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- e. Conversion from rural or highway contract service to city delivery service.
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Exhibit 1.4.1 USPS Endorsements for Mail Undeliverable as Addressed

ENDORSEMENT	REASON FOR NONDELIVERY
Attempted—Not Known	Delivery attempted, addressee not known at place of address.
Box Closed—No Order*	Post office box closed for nonpayment of rent.
Deceased	Used only when known that addressee is deceased and mail is not properly deliverable to another person. This endorsement must be made personally by delivery employee and under no circumstance may it be rubber-stamped. Mail addressed in care of another is marked to show which person is deceased.
Delivery Suspended to Commercial Mail Receiving Agency	Failure to comply with 508.1.9.1 through 508.1.9.3.
Illegible*	Address not readable.

In Dispute*	Mail returned to sender by order of chief field counsel (or under 508.1.0 and 508.2.0) because of dispute about right to delivery of mail and cannot be determined which disputing party has better right to mail.
Insufficient Address*	Mail without number, street, box number, route number, or geographical section of city or city and state omitted and correct address not known.
Moved, Left No Address	Addressee moved and filed no change-of-address order.
No Mail Receptacle*	Addressee failed to provide a receptacle for receipt of mail.
No Such Number*	Addressed to nonexistent number and correct number not known.
No Such Office in State*	Addressed to nonexistent post office.
No Such Street*	Addressed to nonexistent street and correct street not known.
Not Deliverable as Addressed— Unable to Forward	Mail undeliverable at address given; no change-of-address order on file; forwarding order expired.
Outside Delivery Limits*	Addressed to location outside delivery limits of post office of address. Hold mail for out-of-bounds customers in general delivery for specified period unless addressee filed order.
Refused*	Addressee refused to accept mail or pay postage charges on it.
Returned for Better Address*	Mail of local origin incompletely addressed for distribution or delivery.
Returned for Postage	Mail without postage or indication that postage fell off.
Returned to Sender Due to Addressee's Violation of Postal False Representation and Lottery Law*	Mail returned to sender under false representation order and lottery order.
Returned to Sender Due to Addressee's Violation of Postal False Representation Law*	Mail returned to sender under false representation order.
Returned to Sender Due to Addressee's Violation of Postal Lottery Law*	Mail returned to sender under lottery order
Temporarily Away*	Addressee temporarily away and period for holding mail expired.
Unclaimed*	Addressee abandoned or failed to call for mail.
Undeliverable as Addressed, Missing PMB or # Sign	Failure to comply with 508.1.9.2e..
Vacant*	House, apartment, office, or building not occupied. (Use only if mail addressed "Occupant.")

* Alternative addressing formats may not be used on the following: Express Mail pieces; mail with any special service; mail sent with any ancillary service endorsement; mail sent to any overseas military post office. When an alternative addressing format is used on Periodicals pieces, the publisher is notified of nondelivery only for those reasons marked with an asterisk (*).

1.4.2 Official Mail

Official mail is treated the same as mail for the general public. All fees and services must be paid or collected on delivery of mail or address correction notices